

LIVINGSTON EMPLOYER BREEZE

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LEGISLATION

By Jerri Miller

What's the Legislature up to this year? Here are some bills and their current status as of the day we go to print.

HB159—Clarifies Unemployment Insurance Laws relating to contribution rates, how funds from the employment services account are to be used for funding programs, establishing penalties for late filings and for wrongfully filing. This bill has currently been transmitted to the second house hearing.

HB228—Provides for mandatory employee break time for employers who have 15 or more employees. The law would state that employees must have a 10 min. rest break for every 4 hours of work as "practicable" and provide penalties for employers who do not allow breaks. Probably dead.

HB419—The bill to expand the damages for Wrongful Discharge is currently still in the first hearing phase. There has been no significant action on this bill and is probably dead.

HB422—Provides for a livable wage for families if an employer receives public financial assistance. Currently in first house hearing status.

HB497—Right To Work law—currently tabled and probably dead.

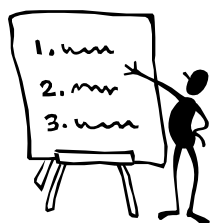
HB589—Revise Workforce Training—would redefine some of the partners under the Workforce Investment Act funding. Currently submitted to House Appropriations Committee.

SB78—Bill to increase the minimum wage—currently in the House Business & Labor Committee.

If you have never gone to the Legislature site, I would encourage you to do so. You can track the various steps proposed legislation goes through on it's way to either being dead or becoming law. The link is: <http://leg.state.mt.us>.

You can get a complete list of all the bills that are being proposed and save the specific ones you are interested in on your own personal list. It makes it much easier to follow the progress and you can also see how your local representatives have voted.

USERRA POSTER



Included in this newsletter is a copy of the new USERRA (Uniformed Services Employment and Re-employment Rights Act) poster which employers are now required to post in the workplace. Please call us at 222-0520 if you need another copy. We will furnish it at **NO CHARGE TO YOU!**

We also note that the Poster Peddlers are out in force as many of you have received the dire warning that you must purchase these posters for \$59.95 or you will be out of compliance. **IF YOU NEED A COPY OF THIS OR ANY OTHER REQUIRED POSTER, CALL US AT 222-0520.**

NO CHARGE TO YOU!



By Sue Hanken

Learning Partners is the first of 12 Yellowstone Area Systems Partners that will be featured in our Newsletter.

Mission Statement: The Learning Partners Adult Education and Family Literacy Program provides integrated educational programs and support services, which empower individuals and families to become self-reliant, life-long learners. Cassie Burns is the Director of Learning Partners. Learning Partners consists of five programs: Even Start, English as a Second Language (ESL), One on One Tutoring for adults age 16 or older, an Adult Lab Facility, and Functional Family Therapy.

Rie Hargraves is Even Start Coordinator and Parent Educator. There are four components of Even Start: Child/Parent Time, Parenting Education, Adult Education, and Childcare. Even Start operates under the premise that the parent is the first and most important teacher of the child. They offer classes in parenting, women's issues, art, nutrition, life skills, soft skills, computer software programs, general education for diploma (GED), plus resume writing, job interviewing, placement skills, and workplace essentials. The Childcare operates for children 0 to 3 years of age, Monday through Thursday, 9:00 a.m. to 2:00 p.m. for parents who are enrolled in Even Start and participating in at least two classes. Betty Nitzinger is the Head Childcare Teacher. Alli McClennen is the Assistant Childcare Teacher.

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Jackie Provance is the Adult Education Instructor. The Adult Ed program works with adults who are referred to the program from other agencies and programs like Job Service, Office of Public Assistance or Community Health Partners. Jackie provides GED prep, post secondary education, and technology education. She also provides a SAT and ACT study program for college preparation. The lab offers typing tutorial, Internet access, and the English as a Second Language program in addition to a large and diverse selection of educational tools and curriculum.

Jenny Jo Allen is the Home Base Parenting Educator for the Functional Family Therapy program under Learning Partners. The program offers home based parenting education and center based support groups. There is one support group each week for the parents and extended family and two support groups per week for adolescents.

Learning Partners serves over 150 individuals in the lab on average in a year. Even Start serves on average, 25 families a month. If you would like more information or know someone who would benefit from any of the programs at Learning Partners, contact any of the teachers for assistance at 823-6356.

TOMB OF THE UNKNOWNNS PART II

By Bob Kincaid

The Tomb of the Unknowns at Arlington National Cemetery in Arlington, Va., is also known as the Tomb of the Unknown Soldier, and has never been officially named. The Tomb of the Unknowns stands atop a hill overlooking Washington, D.C.

On March 4, 1921, Congress approved the burial of an unidentified American soldier from World War I in the plaza of the new Memorial Amphitheater. The white marble sarcophagus has a flat-faced form and is relieved at the corners and along the sides by neo-classic pilasters, or columns, set into the surface. Sculpted into the east panel which faces Washington, D.C., are three



Greek figures representing Peace, Victory, and Valor. Inscribed on the back of the Tomb are the words:

**HERE RESTS IN
HONORED GLORY
AN AMERICAN
SOLDIER
KNOWN BUT TO GOD**

The Tomb sarcophagus was placed above the grave of the Unknown Soldier of World War I. West of the World War I Unknown are the crypts of unknowns from World War II,

Korea and Vietnam. Those three graves are marked with white marble slabs flush with the plaza.

THE UNKNOWN OF WORLD WAR I

On Memorial Day, 1921, four unknowns were exhumed from four World War I American cemeteries in France. U.S. Army Sgt. Edward F. Younger, who was wounded in combat, highly decorated for valor and received the Distinguished Service Medal in "The Great War, the war to end all wars," selected the Unknown Soldier of World War I from four identical caskets at the city hall in Chalons-sur-Marne, France, Oct. 24, 1921.

Sgt. Younger selected the unknown by placing a spray of white roses on one of the caskets. He chose the third casket from the left. The chosen unknown soldier was transported to the United States aboard the *USS Olympia*. Those remaining were interred in the Meuse Argonne Cemetery, France.

The Unknown Soldier lay in state in the Capitol Rotunda from his arrival in the United States until Armistice Day, 1921. On Nov. 11, 1921, President Warren G. Harding officiated at the interment ceremonies at the Memorial Amphitheater at Arlington National Cemetery.

THE UNKNOWNNS OF WORLD WAR II AND KOREA

On Aug. 3, 1956, President Dwight D. Eisenhower signed a bill to select and pay tribute to the unknowns of World War II and Korea. The selection ceremonies and the interment of these unknowns took place in 1958. The World War II Unknown was selected from remains exhumed from cemeteries in Europe, Africa, Hawaii and the Philippines. Two unknowns from World War II, one from the European Theater and one from the Pacific Theater, were placed in identical caskets and taken aboard the *USS Canberra*, a guided-missile cruiser resting off the Virginia capes. Navy Hospitalman 1st Class William R. Charette, then the Navy's only active-duty Medal of Honor recipient, selected the Unknown Soldier of World War II. The remaining casket received a solemn burial at sea.

Four unknown Americans who died in the Korean War were disinterred from the National Cemetery of the Pacific in Hawaii. Army Master Sgt. Ned Lyle made the final selection. Both caskets arrived in Washington May 28, 1958, where they lay in the Capitol Rotunda until May 30.

That morning, they were carried on caissons to Arlington National Cemetery. President Eisenhower awarded each the Medal of Honor, and the Unknowns were interred in the plaza beside their World War I comrade.

THE UNKNOWN OF VIETNAM

The Unknown service member from the Vietnam War was designated by Medal of Honor recipient U.S. Marine Corps Sgt. Maj. Allan Jay Kellogg Jr. during a ceremony at Pearl Harbor, Hawaii, May 17, 1984.

The Vietnam Unknown was transported aboard the *USS Brewton* to Alameda Naval Base, Calif. The remains were sent to Travis Air Force Base, Calif., May 24. The Vietnam Unknown arrived at Andrews Air Force Base, Md., the next day.

Many Vietnam veterans and President and Mrs. Ronald Reagan visited the Vietnam Unknown in the U.S. Capitol. An Army caisson carried the Vietnam Unknown from the Capitol to the Memorial Amphitheater at Arlington National Cemetery on Memorial Day, May 28, 1984.

President Reagan presided over the funeral, and presented the Medal of Honor to the Vietnam Unknown.

The president also acted as next of kin by accepting the interment flag at the end of the ceremony. The interment flags of all Unknowns at the Tomb of the Unknowns are on view in the Memorial Display Room.

The remains of the Vietnam Unknown were exhumed May 14, 1998. Based on mitochondrial DNA testing, DoD scientists identified the remains as those of Air Force 1st Lt. Michael Joseph Blassie, who was shot down near An Loc, Vietnam, in 1972. The identification, announced June 30, 1998, is under review. It has been decided that the crypt that contained the remains of the Vietnam Unknown will remain vacant.)

TIP #244:

GOOD ENOUGH IS NO LONGER GOOD ENOUGH

By Elizabeth Anderson

Recently my manager, Al Maurillo, sent an e-mail to office staff about an Internet site he subscribes to called Dr. Zimmerman's Tuesday Tip. When you subscribe to this website you will receive a tip each Tuesday via email that has information for business owners and managers, as well as employees. I thought I would share what I consider to be a very good tip from February 15, 2005.

Tip #244:

Good enough is no longer good enough.

Dr. Zimmerman offers that not too long ago, a business could get by if their product or service was "pretty good". It didn't have to be perfect or even great; as long as it wasn't too bad, you could get by. Things have changed. We, as customers, expect and demand better products and services. You now have to be remarkable, rather than pretty good, in order to survive.

In the article, Dr. Zimmerman writes about an experience he had at a restaurant in Stillwater, Minnesota, while at a dinner with his staff and their spouses. They were discussing which of three wines to buy when the waiter came over. Jake, the waiter, said he had overheard them talking about the three different wines and had taken the liberty of bringing them samples of each one so they could make an informed decision and be happy with their selection. Jake went above and beyond their expectations by providing remarkable service.

Dr. Zimmerman has two recommendations. The first is to add an "experience" element to your products and services. He uses the example of coffee beans. Coffee beans can be handled on four levels: commodity, product, service, or experience. As a commodity, the Columbian coffee bean farmer plants and

harvests coffee beans. He sells them as a commodity, based on supply and demand, for about 16 cents a pound.

As a product, a coffee company buys the beans, grinds them, packages and distributes them to market. The Company sells them wholesale to a retailer for \$6.00 a pound. That pound of coffee can brew about 100 cups of coffee.

As a service, a place like Dunkin Donuts buys the ground coffee and sells it for \$1.50 a cup. Consumers could stay home and make their own coffee, but a lot of them like the service feature of having a fresh donut with their coffee. The same pound of coffee now generates \$150 because it is perceived as a valued service.

But as an "experience", Starbucks or Caribou comes along and charges \$3.70 for an iced mocha. Since there is more ice, sugar, water, espresso, etc. in the drink, less coffee is needed. The same pound of coffee now makes 120 cups of iced mocha and generates \$444 of revenue.

Somehow the customers like the innovation, the sophistication, the pleasure of an iced mocha. They value the "experience", and they're willing to pay big bucks for it.

What are you doing to create an "experience" for your customers? What are you doing that is truly remarkable?

The second recommendation is to do the unexpected. Dr. Zimmerman relates an experience that he had at the Hotel Monoco. He was speaking to the American Red Cross in Chicago and his client booked him into this hotel. Since it wasn't a big-named hotel chain, he didn't know what to expect.

In addition to the decent bed and good food, the Hotel Monoco wanted to make sure their guests experienced fun and relaxation. The room was equipped with a variety of music CD's filled with relaxing music; the TV had a relaxation channel that featured soft music and beautiful, peaceful nature scenes. Thirty minutes later, the bellman came to his door and handed him a fish bowl, complete with a charming little goldfish. The bellman said that people who travel so much might enjoy a little company.

In the room was a most unusual mini-bar. Instead of the usual alcohol, the hotel stocked it with items that would add a dimension of fun to the stay. It contained toys such as an Etch-a-Sketch, some Silly Putty, some big red wax lips, a handshake buzzer, and a map of Chicago.

In the lobby at 5:00 p.m., guests were invited to a relaxation reception. Along with free wine and water, there were a number of massage therapists to give free back rubs. The Hotel Monoco created a "remarkable" experience and as Dr. Zimmerman pointed out in his Tuesday Tip, he had just told several thousand people about his "remarkable" experience.

Bottom line, you've got to do more than get your products and services into your customer's hands. Give them an unexpected experience as well. Add three little extras to the service you provide, and keep on doing it. You'll soon have a remarkable business.

For the full version of Dr. Zimmerman's Tuesday Tip #244, you can go to <http://www.drzimmerman.com>.

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UPCOMING WORKSHOP

The annual ABC Clinic (Assistance For Business Clinic) will be held in Livingston on April 27 at the Best Western Yellowstone Inn. This year, individuals from the Department of Labor & Industry's Wage & Hour Division, Human Rights, Unemployment Insurance Benefits and Unemployment Insurance Tax Divisions and the Job Service Division along with the Montana Department of Revenue Miscellaneous Business Tax Division will present information and assistance on business taxes and compliance. 6 hours of Continuing Education credits can be received for attendance at the workshop.

The cost of the workshop is \$30.00 per person and includes lunch. Pre-registration is required by calling 222-0520.

Don't miss this opportunity to ask your questions first-hand!

This newsletter is edited and published quarterly by the staff of the Livingston Job Service Workforce Center. If you have a topic you would like to see covered in this newsletter, please contact Management or the Staff at 222-0520. Thank you for your continued interest.

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PARK AND SWEET GRASS CO. STATISTICS.....

Unemployment	As of Dec, 2004.	Dec. 2003.
Park Co.	5.1%	5.9%
Sweet Grass Co.	2.2%	2.3%
Montana	4.1%	5.3%
US	5.1%	5.4%

Production Workers* Preliminary Hours and Earnings

	Wkly	Per Hour	
	Dec 04	Dec 04	Dec 03
Total Private	31.6	\$13.32	\$13.04
Natural Resources & Mining	44.3	\$20.88	\$21.91
Construction	36.3	\$17.86	\$17.61
Manufacturing	38.9	\$14.39	\$13.40
Transportation, Utilities	33.3	\$12.51	\$12.21
Information	35.8	\$18.17	\$16.24
Financial Activities	34.1	\$13.12	\$13.90
Professional & Bus. Services	30.2	\$14.05	\$13.59
Health Care & Social Services	32.8	\$13.72	\$13.58
Leisure/Hospitality/Food **	22.4	\$7.83	\$7.82
Other	25.4	\$11.47	\$11.64

#All items are produced by the MT DOL for use as state Economic Indicators
*Production workers are non-supervisory and non-government payroll personnel.

**Does not include tips/gratuities in hotels, restaurants, etc.